SENIOR MANAGER INFORMATION TECHNOLOGY

DUTIES AND FEATURES OF THE CLASS:

This management position is responsible for the daily operations in support of a large scale, complex, department level data network. This employee works under the supervision of the Director of Information Technology.   The work involves maintaining and overseeing the entire county's IT infrastructure, including the voice and data network, as well as desktop and server systems. The employee is expected to exercise independent judgment in the management of multiple projects. The work requires the exercise of considerable professional skill, initiative and judgment. The employee will be required to share on call duties within the Information Technology Department and be available during on call duty. This employee will be required to work hours beyond the normal workday including weekends and holidays on occasion.

EXAMPLES OF WORK:

- Assist in the coordination of projects within the Information Technology Department
- Assist in the management of day-to-day operations of the Information Technology Department
- Assist in the management of all quote requests, purchase orders and budgeting process for the Information Technology Department
- Assist in the management of Helpdesk problem resolutions, documentation of support issues and maintenance procedures
- Manage overall operation of the department in the absence of the Director of Information Technology
- Other duties as assigned

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to establish and maintain effective working relationships with county employees, staff and vendors
- Effective communication, management and project management skills
- Ability to diagnose, troubleshoot, repair, and document desktop, server, network, software and hardware related issues
- Extensive knowledge of Cisco & Juniper equipment including switches, routers, and firewalls
- Extensive knowledge of VMware
- Knowledge of SAN environments (maintaining and managing)

- Extensive knowledge of Microsoft Office Application Suite (Outlook, Word, PowerPoint, Publisher, Excel and Access)
- Advanced Knowledge of Network Infrastructure
- Advanced Knowledge of Server Operating Systems (Microsoft Windows Server 2008 Preferred)
- Ability to be on call for afterhours support

QUALIFICATIONS:

Minimum High School diploma or GED. Possession of a Bachelor's Degree in computer related Studies and/or equivalent experience is preferred. Experience in planning, designing and installing data networks for telecommunication needs such as bandwidth monitoring and limiting, use of multiple protocols, interface and multiplexing equipment, port connections, control packets and other equipment. Experience in developing strategic business plans for the expansion and installation of data network and telecommunications infrastructure including an evaluation of feasibility, compatibility and cost effectiveness. Experience in information technology project management which includes planning, scheduling, staffing, coordinating, controlling, monitoring, evaluating and reporting on status of IT projects. Experience in staff supervision which includes planning, assigning, and evaluation the work of others.

ADDITIONAL REQUIREMENTS:

- Direct Deposit Required
- 35 hour work week (Monday thru Friday 8:30 A.M. to 4:30 P.M.)
- Pre-Employment Background Screening
- Pre-Employment Drug/Alcohol Testing
- Possession of a valid driver's license

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